

USSDS Payment Change Procedures -November 2007

Situations arise which require changes to the original payment information in USSDS, such as human errors, incorrect provider addresses, returned checks, lost checks, provider reimbursements for unfulfilled services. Because USSDS currently lacks the capacity to track all the changes made to the original payment information, the following procedures are required for each request in order to ensure that all the financial impacts and internal controls have been applied, as needed.

Each Division (DSPD, DCFS, DJJS) should designate an employee (usually the budgeting and accounting officer) to be the Single Point of Contact (SPC) who is responsible to receive and track the monthly payment information changes in USSDS. To insure all the necessary follow-up actions have been thoroughly considered and implemented.

There are two major groups of changes made to the original payment information in USSDS: the changes made to the payment information other than the original amount paid; and the changes made to the original amount paid.

The matrix below is a guide to help to determine whether a correcting FINET transaction needs to process, and/or a Medicaid claim should be initiated, adjusted, or reimbursed in accordance with the changes made to the original payment information.

1. Changes Made to the Payment Information Other Than the Original Amount Paid:

Request Form: USSDS Payment History Change Request Form (attachment 1)

Tracking Log: USSDS Payment History Change Tracking Log (attachment 2)

Financial Impact Matrix: For the changes made to the payment information other than the original amount paid.

FIELDS	USSDS	FINET	MEDICAID**
** Medicaid only applicable for Title XIX payments			
PROV_ID	√	NA	√
CLIENT_ID	√	NA	√
SVC_CODE	√	√	√
KIND	√	NA	√
SVC_START_DT	√	NA	√
SVC_END_DT	√	NA	√
UNITS	√	NA	√
WORK_ID	√	NA	NA
CONTRACT#	√	NA	NA
ELIG_CODE	√	√	√
REG_OFF (DISTRICT)	√	√	NA

- a. A request form shall be filled by the requestor and faxed to the USSDS Help Desk and the designated SPC with the required information as instructed (e.g. USSDS/PP07 screen print).

- b. USSDS Help Desk shall process the requests and notify the requestor and the SPC that the changes have been made in USSDS.
- c. The SPC will be responsible to track changes to USSDS payment history on a log for audit purposes.
Tracking Log: USSDS Provider Payback/Reimbursement Tracking Log (attachment 4)
- d. SPC shall review and/or process the follow-up actions based on the matrix above when she/he receives the notification from the USSDS help desk that the change has been made.
- e. For those changes relating to Service Code, Eligibility Code, and District Code, SPC has to make sure the FINET transactions will be processed to reflect the payment changes.
- f. For those changes relating to the Title XIX payments, SPC sees that any associated Medicaid claim is initiated, adjusted, or reimbursed, as needed.
- g. The USSDS help desk will audit the records of the SPC each month to insure follow up actions have taken place.

2. Changes Made to the Original Amount Paid:

Request Form: USSDS Provider Payback/Reimbursement Form (Exhibit 3)

Tracking Log: USSDS Provider Payback/Reimbursement Tracking Log (Exhibit 4)

Financial Impact Matrix: For the changes made to the original amount paid.

FIELDS	REASONS	USSDS	FINET	MEDICAID**
** Medicaid only applicable for Title XIX payments				
AMOUNT				
CANCELLATION				
STALE DATED CHECKS	√	JV done by State Finance	√	
POST OFFICE RETURNED CHECKS	√	√	√	
LOST CHECKS	√	√	√	
CHECKS ISSUED TO WRONG PROV	√	√	√	
PROV PAYBACK w/ FULL AMT	√	√	√	
OTHERS	√	√	√	
ADJUSTMENTS				
PROV PAYBACK w/ PARTIAL AMT	√	√	√	
CLOTHING ALLOWANCE	√	√	√	
OTHERS	√	√	√	

- a. A request form shall be filled by the requestor and faxed to the USSDS Help Desk and the designated SPC with the required information as instructed (e.g. the USSDS/PP07 screen print, a copy of the check received from Provider). Original check should be sent with a "Summary Transmittal Form" (this form is required by OFO) attach original check(s) to this form and send it to Thai Luu.
- b. USSDS Help Desk shall process the requests and notify the requestor and the SPC that the reimbursement has been entered in USSDS.

- c. SPC shall review and/or process the follow-up actions based on the matrix above as soon as she/he receives notification from the USSDS help desk that the reimbursement has been entered.
- d. The SPC will be responsible to track changes to USSDS payment reimbursements on a log for audit purposes.
Tracking Log: USSDS Provider Payback/Reimbursement Tracking Log (attachment 4)
- e. Technically speaking, when a payback/reimbursement check is received, a CR FINET transaction should be processed to record the payback/reimbursement. SPC sees that any associated Medicaid claim is reimbursed, as needed.
- f. The USSDS help desk will audit the records of the SPC each month to insure Follow up actions have taken place.